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CENTRAL FAX CENTER

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BUFFALO 201

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

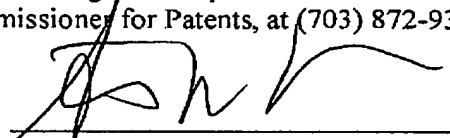
Applicants : Friedman et al.
Serial No. : 09/579,370
Filed : May 26, 2000
For : VOICE OVER INTERNET CALL CENTER INTEGRATION
Examiner : Shick C. Hom
Art Unit : 2666
Customer No. : 10037

May 31, 2005

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

FAX COVER SHEET

I hereby certify that I am transmitting this Response to Restriction Requirement (7 pages plus cover sheet) to the Commissioner for Patents, at (703) 872-9306 on May 31, 2005.



Steven M. Hoffberg, Reg. 33,511

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Sir:

RESPONSE TO RESTRICTION REQUIREMENT

In response to the Restriction Requirement dated April 29, 2005, the time for response to which expires May 31, 2005, applicants herewith elect prosecution of claims 17-24, with traverse to prosecute together therewith claims 1-16.